

FIG. 1

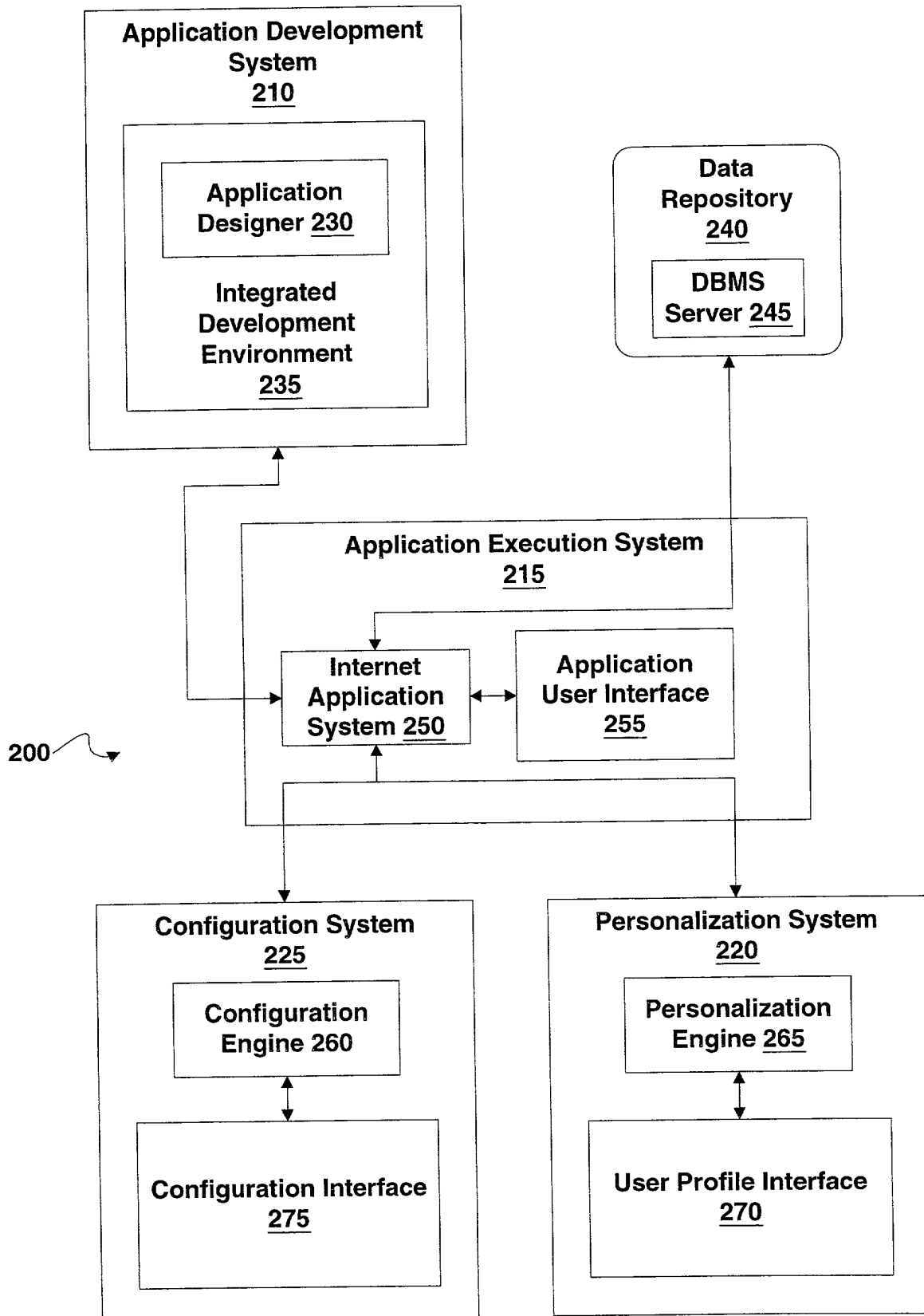


FIG. 2

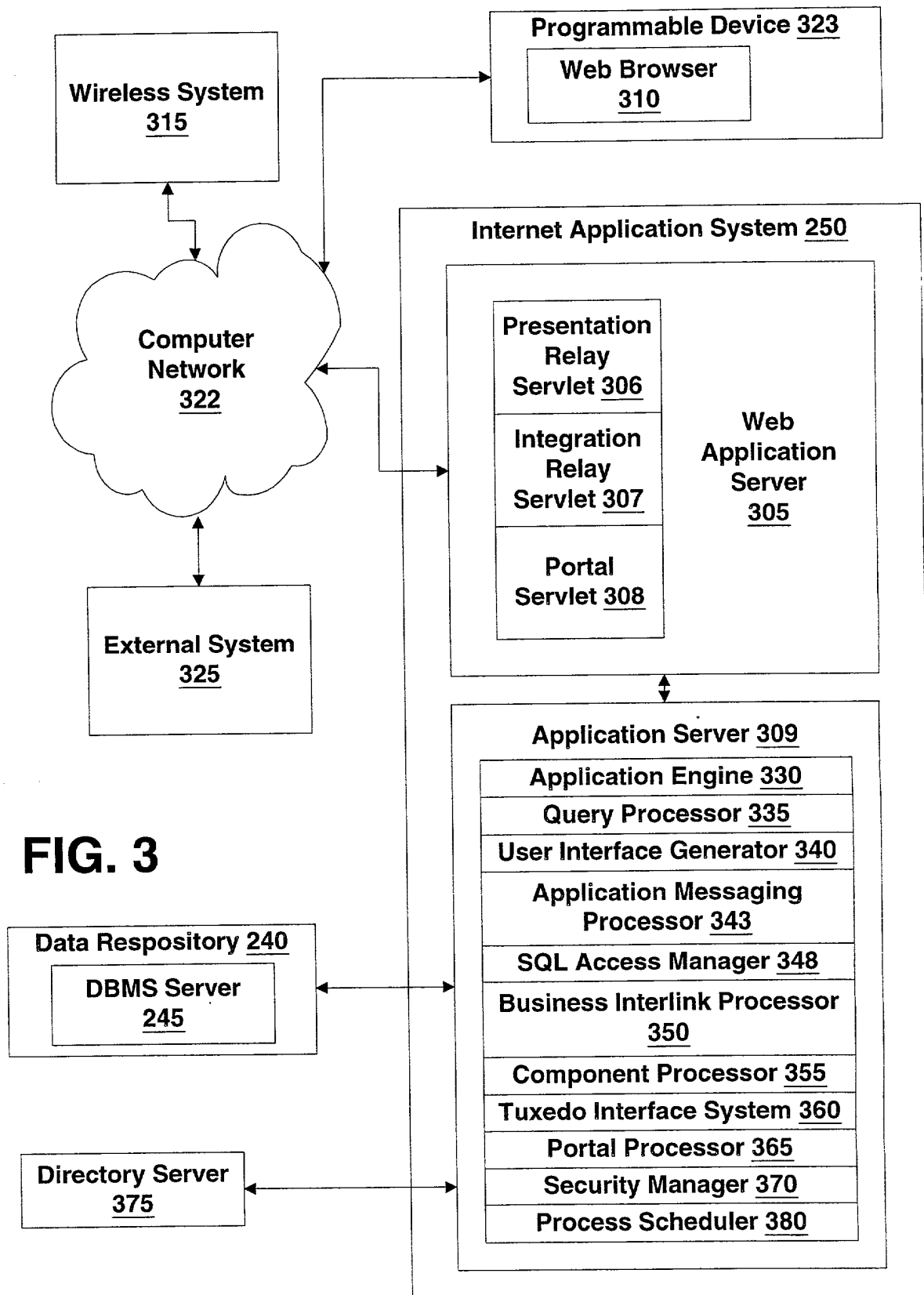


FIG. 3

DBMS Server 245

PeopleCode 420

**Configuration
Data 440**

Application Component Data 430

User Profile 450

Personalization Data 473

**Element
Personalization Data
476**

**Page Personalization
Data 479**

**Component
Personalization Data
482**

**Internet Application
Personalization Data
485**

**User Information
470**

FIG. 4

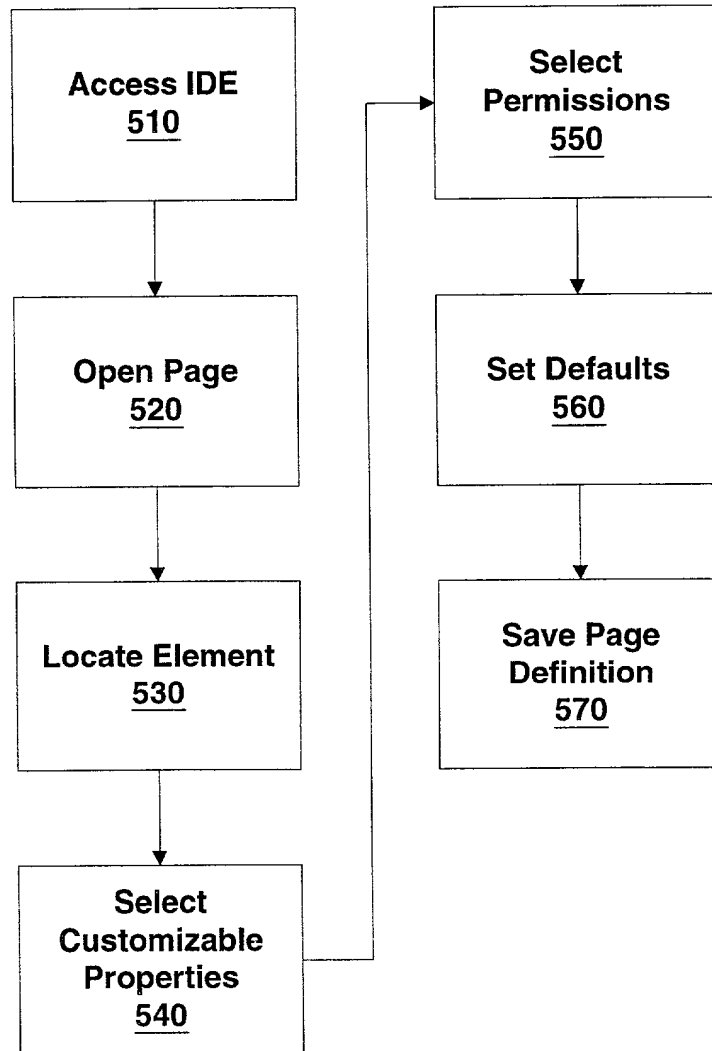


FIG. 5

660

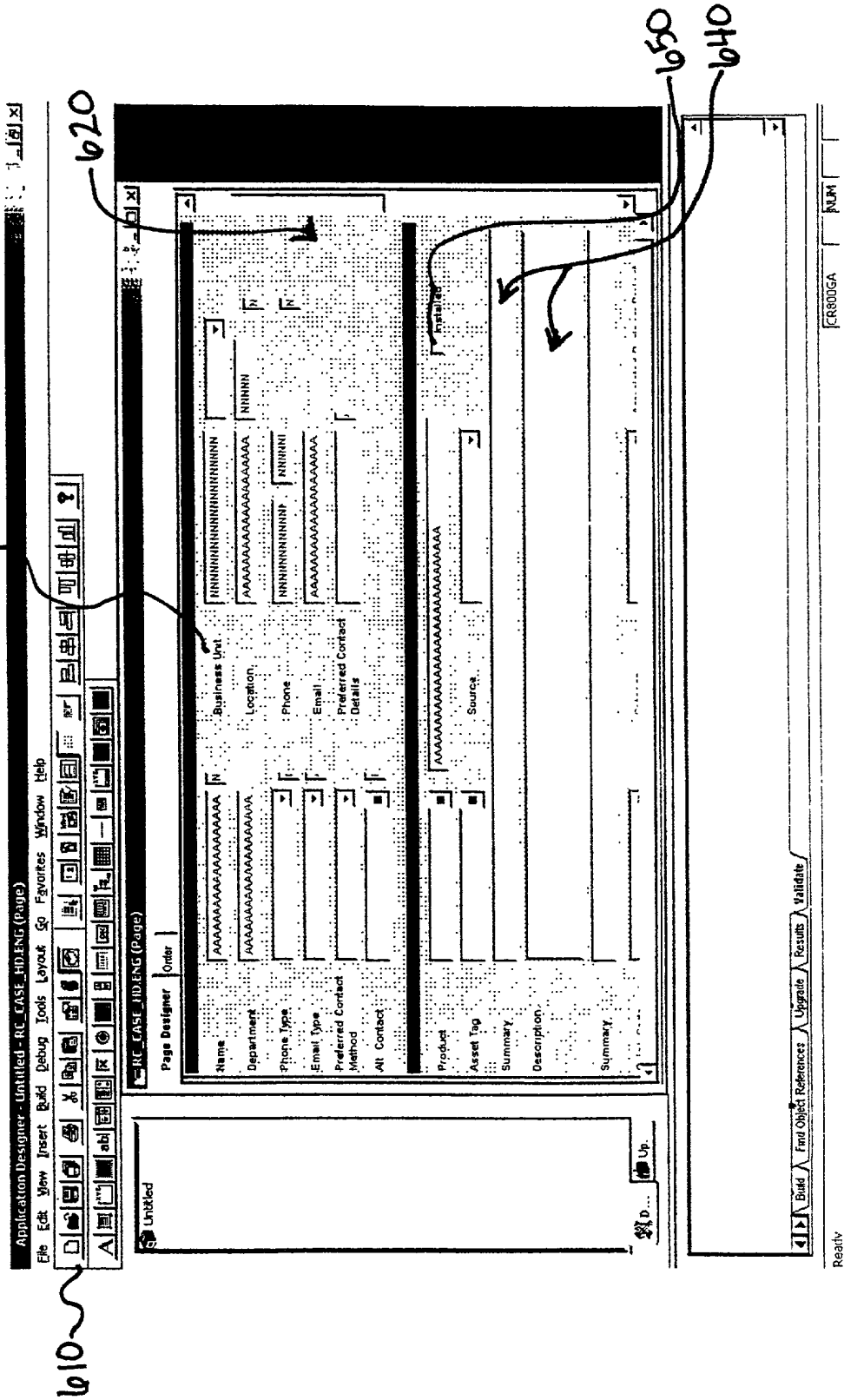


FIG. 6

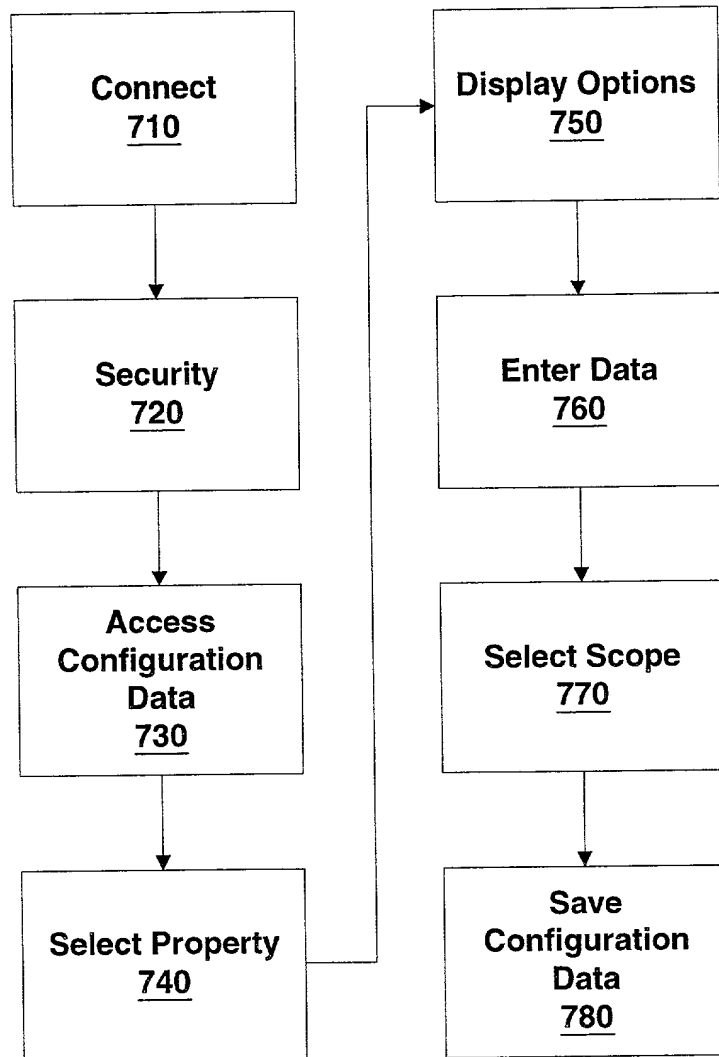


FIG. 7

Administrator Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/client/service/peoplesoft/pcmd-starta

Home > PeopleTools > Maintain Security > User > Administrator Configuration

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>		
ADBTN Tab over AddDel Buttons (+/-)			<input type="checkbox"/>		
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>		
CALBTN Tab over Calendar Button			<input type="checkbox"/>		
CSYM Currency Symbol			<input checked="" type="checkbox"/>		
CSYMP Currency Symbol Position			<input checked="" type="checkbox"/>		
DCSP Decimal Separator			<input type="checkbox"/>		
DFRMT Date Format			<input checked="" type="checkbox"/>		
EXPENT Expert Entry			<input checked="" type="checkbox"/>		
GROTAB Tab over Grid Tabs			<input type="checkbox"/>		
HDRICN Tab over Header Icons			<input type="checkbox"/>		
LXPBTN Tab over Lookup Button			<input type="checkbox"/>		
LITZONE Local Time Zone			<input checked="" type="checkbox"/>		
MOES Morning designator (AM, am)			<input checked="" type="checkbox"/>		

Done Local Intranet

FIG. 8

100430312304

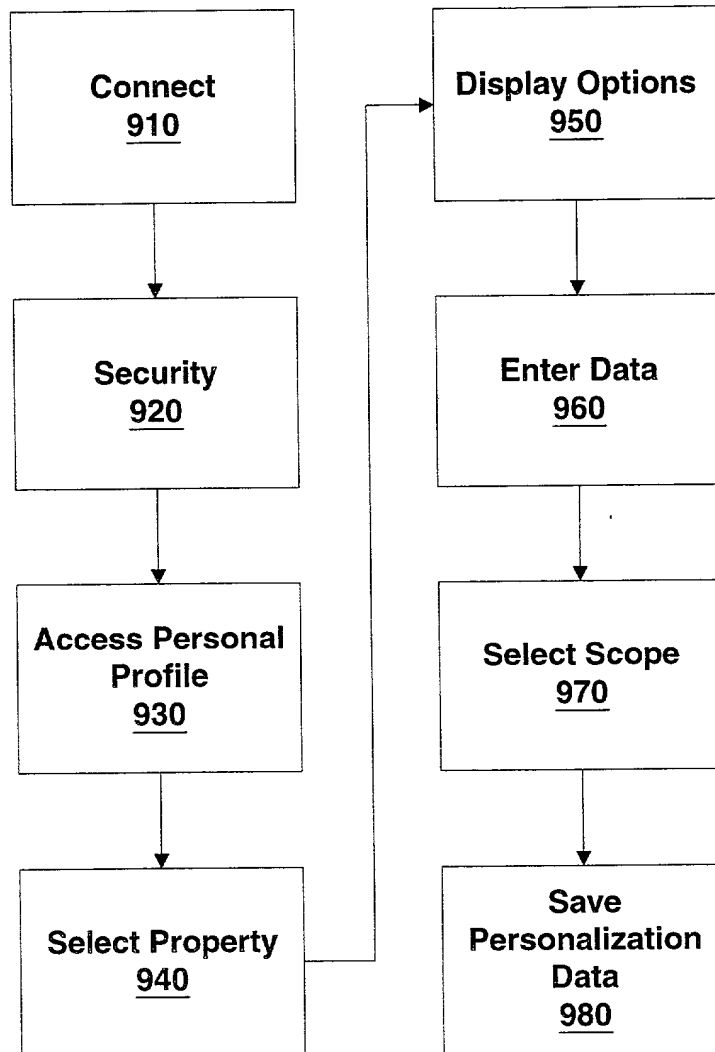


FIG. 9

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Links

Address http://localhost:7001/servlets/clientService/peoplecdf8/7cmd=stent8

Home New Window Help

Home > PeopleTools > Maintain Security > User > My Profile

General Profile Information

Opriid for CRMSKT, CRMOCABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code:

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings

Alternate User ID:

From Date: (example 1/2/31/2000)

To Date: (example 1/2/31/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270

FIG. 10A

830

Fig. 10B

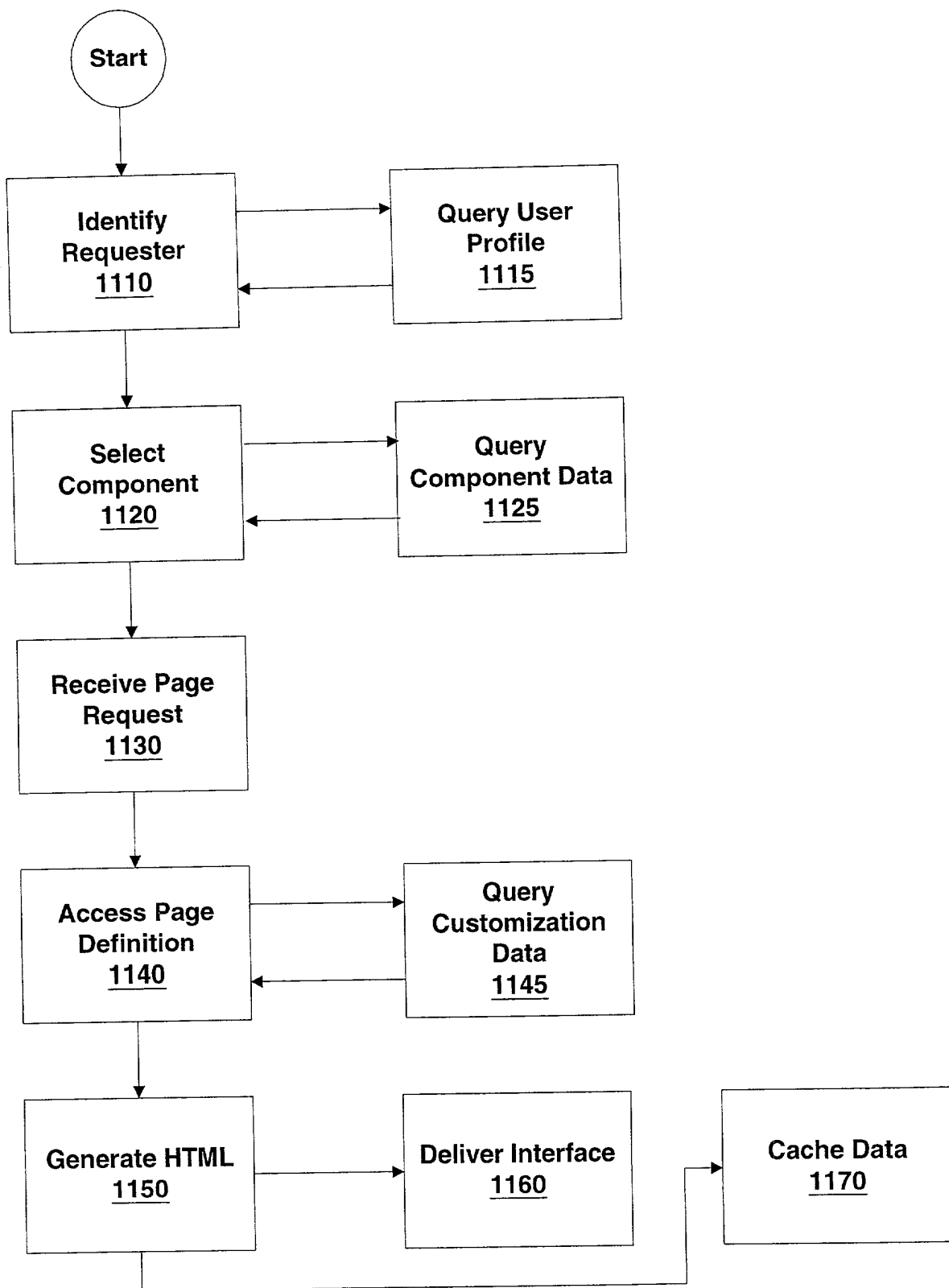


FIG. 11

Application Designer - Untitled - RC CASE_HD.ENG (Page)

Base Designer	Order	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage	SubPage	EMP INFO G80	DERIVED RC C				CUST INFO
2	0	Employee Informa	Group Box	EMPL ID	DERIVED RC C				
3	0	Emplo	Edit Box	CASE CONTACT	RC CASE				
4	0	Contact ID	Edit Box	NAME SEARCH	DERIVED RC C				
5	0	Name	Edit Box	PERSON ID	RC DRILLDOWN				
6	0	Person ID	Edit Box	RC BU DESCR	DERIVED RC C				
7	0	Business Unit	Edit Box	BUSINESS UNIT	RC CASE				
8	0	Business Unit	Edit Box	DEPTID	RC WORKER				
9	0	Department	Edit Box	LOCATION	RC WORKER				
10	0	Location Code	Edit Box	PHONE TYPE	DERIVED RC C				
11	0	Phone Type	Drop Down List	PHONE	RC CASE				
12	0	Phone Type	Edit Box	BUSINESS UNIT	DERIVED RC C				
13	0	Business Unit	Drop Down List	PHONE	DERIVED RC C				
14	0	Phone	Edit Box	EXTENSION	DERIVED RC C				
15	0	Extension	Edit Box	E ADDR TYPE	DERIVED RC C				
16	0	Email Type	Drop Down List	E ADDR TYPE	RC CASE				
17	0	Email Type	Edit Box	EMAIL ADDR	DERIVED RC C				
18	0	Email	Edit Box	RC CONTACT	DERIVED RC C				
19	0	Preferred Contact	Drop Down List	RC CONTACT	RC CASE				
20	0	Preferred Contact	Edit Box	RC CONTACT	DERIVED RC C				
21	0	Contact Details	Edit Box	RC CONTACT	RC CASE				
22	0	Contact ID	Edit Box	CONTACT ID	RC CASE				
23	0	All Contact	Edit Box	ALT NAME	RC ALT CNTC				
24	0	Problem Informatic	Group Box	PROBLEM INFO	DERIVED RC C				
25	0	Product	Edit Box	RC PRODUCT	DERIVED RC C				
26	0	Product	Edit Box	PRODUCT ID	RC CASE				

1250

1210A

1210B

1210J

1210K

1210R

1210Z

1200

Fig. 12

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address: http://localhost:7001/services/clientservice/peoplesoft/cmd-status

Home

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Status: Active

Address ID: 1208

Description:

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA

State: California

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

Postal: 94505

Submit

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone: 925 894 9479

Phone Extension:

Done

Local intranet

1310

1340

1350

255

1330

1320

1335

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/servlets/clientServlet?cmd=start&

Home ? Help

Address Info

Address Seg: 1

Address Detail

*Effective Date: 07/25/2001 1360

*Status: Active

*Address Type: Business

*Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA California

State: CA

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Post: 94505

Submit

Phone Info

Phone Type: Business

Description: Desk

Primary: [x]

Prefix: 001

Telephone: 925 894 9479

Phone Extension:

Local intranet

1310 ~~~~~

1340 ~~~~~

1350 ~~~~~

255 ~~~~~

1330 ~~~~~

1320 ~~~~~

1335 ~~~~~

Fig. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA <input checked="" type="checkbox"/> United States
1350	Address 1: PeopleSoft Parkway
	...
	*Status: 1300
	*Address ID: 1320

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Back Out

Address: http://localhost:7001/servlets/clientServlet?peoplesoft/and=st&st&

Address Info

Address Seq: 1

View All First 1 of 1 Last

Address Detail

Effective Date: 07/25/2001

Status: Active

Address Type: Business

Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

View All First 1 of 1 Last

Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk 001 925 694 9479

ja:script:DataPrompt_main2(RB_PERSON_ADDR_ADDR_EFFDT(prompt107,450)date);

Local intranet

Fig. 13D

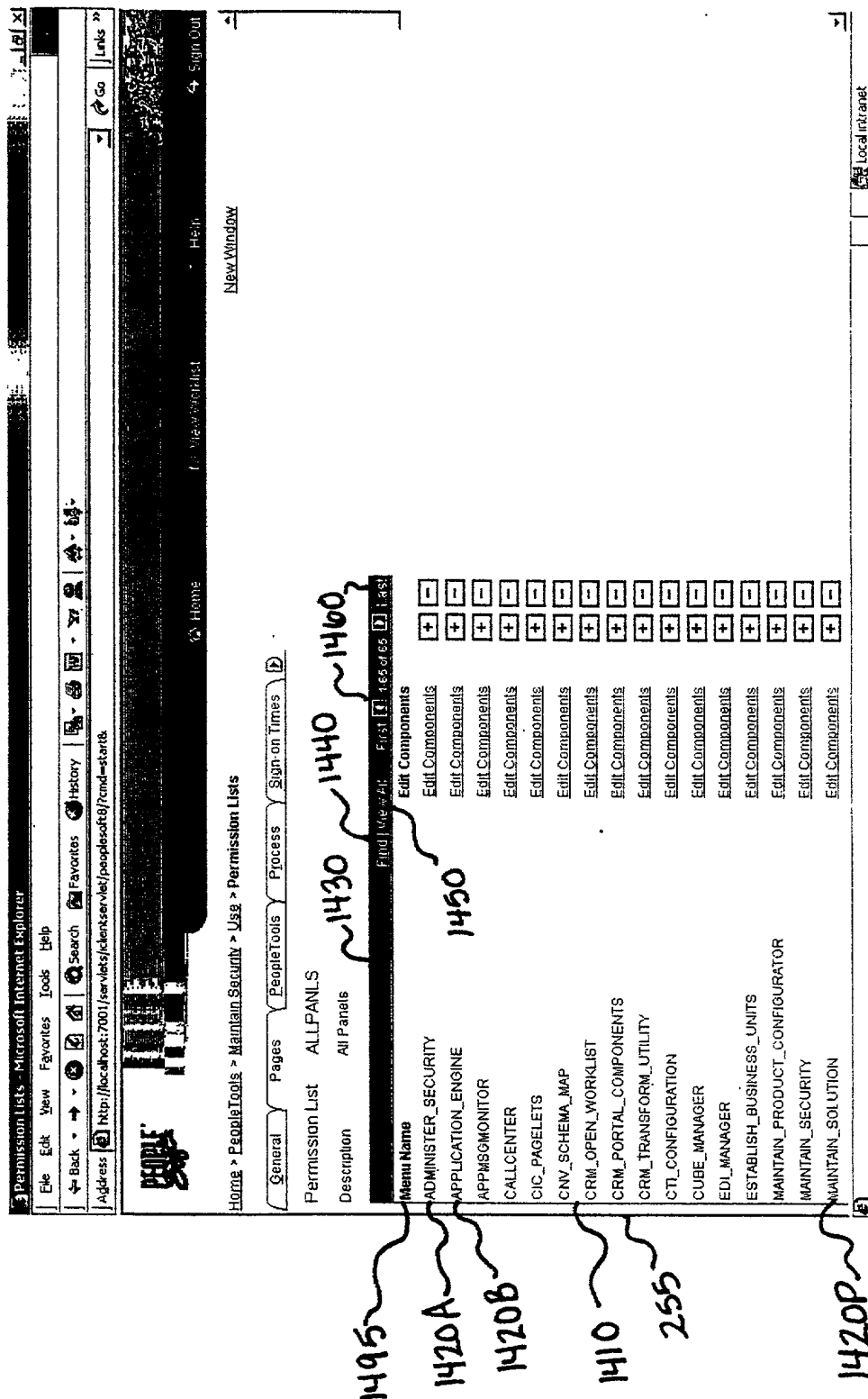


Fig. 14A

FIG. 14B

1470

Grid Properties

General | Columns | Label | Use |

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

Unlimited Occurs Count (rows)

1480

1490

270

OK Cancel

FIG. 14B

Home > PeopleTools > Maintain Security > User > Permission Lists		6 Items	
General		Pages	PeopleTools
Process		Sign-on Times	
ID			
Permission List	ALLPANLS		
Description	All Panels		
Menu Name	Edit Components	First (F)	Previous (P)
ADMINISTER_SECURITY	Edit Components	[+]	[-]
APPLICATION_ENGINE	Edit Components	[+]	[-]
APPMGWMONITOR	Edit Components	[+]	[-]
CALLCENTER	Edit Components	[+]	[-]
CIC_PAGELETS	Edit Components	[+]	[-]
CNV_SCHEMA_MAP	Edit Components	[+]	[-]
CRM_OPEN_WORKLIST	Edit Components	[+]	[-]
CRM_PORTAL_COMPONENTS	Edit Components	[+]	[-]
CRM_TRANSFORM_UTILITY	Edit Components	[+]	[-]
CTI_CONFIGURATION	Edit Components	[+]	[-]
CUBE_MANAGER	Edit Components	[+]	[-]
EDI_MANAGER	Edit Components	[+]	[-]
ESTABLISH_BUSINESS_UNITS	Edit Components	[+]	[-]
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	[+]	[-]
MAINTAIN_SECURITY	Edit Components	[+]	[-]
MAINTAIN_SOLUTION	Edit Components	[+]	[-]
MANAGE_INTEGRATION_RULES	Edit Components	[+]	[-]
MASS_CHANGE	Edit Components	[+]	[-]
NMSION	Edit Components	[+]	[-]
PORTAL_ADMIN	Edit Components	[+]	[-]
PORTAL_COMPONENTS	Edit Components	[+]	[-]
PORTAL_PERS_HOMEPAGE	Edit Components	[+]	[-]
PROCESSMONITOR	Edit Components	[+]	[-]
PROCESS_SCHEDULER	Edit Components	[+]	[-]
QUERY_MANAGER	Edit Components	[+]	[-]
RA_CAMPAIGN_MANAGEMENT	Edit Components	[+]	[-]
RA_CM_STRUCTURE	Edit Components	[+]	[-]
RB_DEFINE_PRODUCTS	Edit Components	[+]	[-]
RB_GENERAL_OPTIONS	Edit Components	[+]	[-]
RB_INTEGRATION_OPTIONS	Edit Components	[+]	[-]
RB_MANAGE_COMPETENCIES	Edit Components	[+]	[-]
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	[+]	[-]
RB_MANAGE_WORKFORCE	Edit Components	[+]	[-]
RB_PROCESS_INBOUND_TRANS	Edit Components	[+]	[-]
RB_STRUCTURE_SEARCHING	Edit Components	[+]	[-]
RB_WORKER_CALENDAR	Edit Components	[+]	[-]
RC_SELF_SERVICE	Edit Components	[+]	[-]
RC_SOLN_MGMT	Edit Components	[+]	[-]
REPORT_BOOKS	Edit Components	[+]	[-]
REPORT_MANAGER	Edit Components	[+]	[-]
RF_AGREEMENTS	Edit Components	[+]	[-]
RF_DEFINE_ITEMS	Edit Components	[+]	[-]
RF_DEFINE_ITEM_CONTROLS	Edit Components	[+]	[-]
RF_MAINT_ENTITLEMENTS	Edit Components	[+]	[-]
RF_MANAGE_PMA	Edit Components	[+]	[-]
RF_SERVICE_ORDERP	Edit Components	[+]	[-]
RF_STRUCTURE	Edit Components	[+]	[-]
RI_CIC_HOME	Edit Components	[+]	[-]
RI_INTERACTION	Edit Components	[+]	[-]
RI_SETUP	Edit Components	[+]	[-]
RI_DELTA_UTILITY	Edit Components	[+]	[-]
RSF_FCRECAST	Edit Components	[+]	[-]
RSF_LEADS	Edit Components	[+]	[-]
RSF_OPPORTUNITY	Edit Components	[+]	[-]
RSF_PRTL	Edit Components	[+]	[-]
RSF_SETUP_TABLES	Edit Components	[+]	[-]
RSF_TERRITORY	Edit Components	[+]	[-]
STRUCTURE_PROCESS_AUTOMATION	Edit Components	[+]	[-]
STRUCTURE_RC	Edit Components	[+]	[-]
TRANSLATE	Edit Components	[+]	[-]
TREEMANAGER	Edit Components	[+]	[-]
TREE_MANAGER	Edit Components	[+]	[-]
UTILITIES	Edit Components	[+]	[-]
WORKFLOW_ADMINISTRATOR	Edit Components	[+]	[-]
WORKLIST	Edit Components	[+]	[-]

FIG. 14c

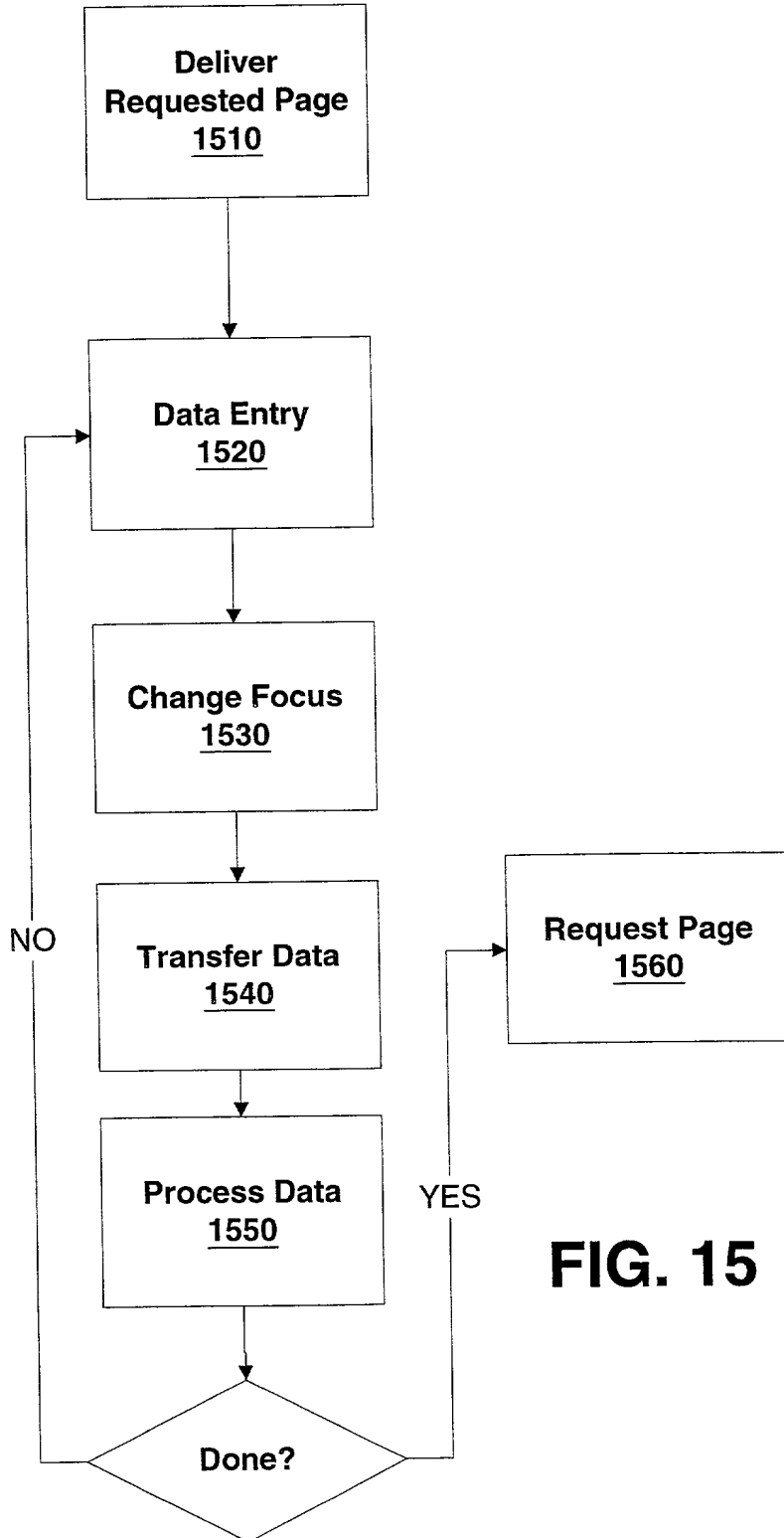


FIG. 15

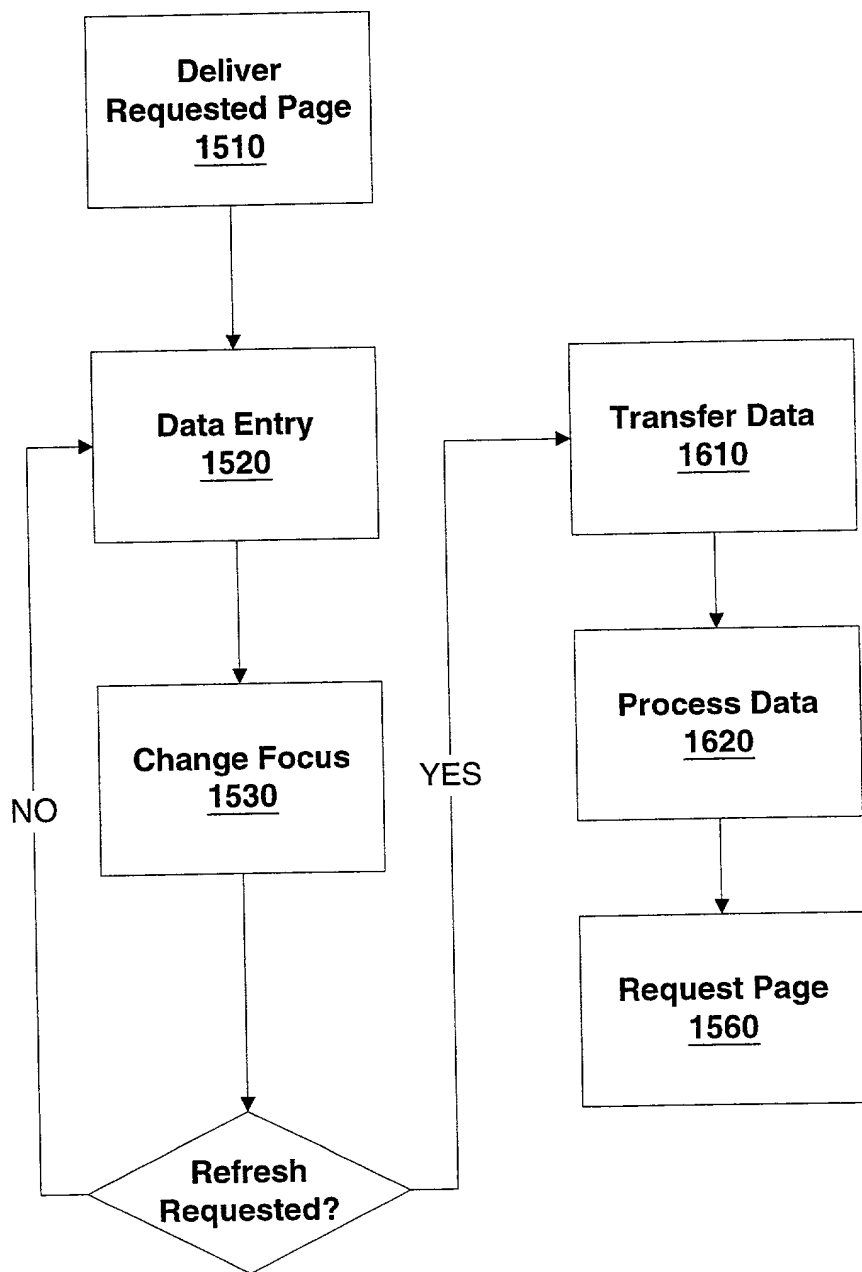


FIG. 16

10043635.32601

Component Properties

General | Use | Internet

Search Page

Primary Action: ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction

☒ Disable Toolbar

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

Flu. 17B